

Eliminating turnover since implementing The Predictive Index® as delivered by Elite Partner Predictive Success

The Company

Wellings of Picton, a Nautical Lands Group community, is home to approximately 95 residents supported by 24 staff members. Under the leadership of Operations Manager and Community Builder Tracy Kronkright, the team is responsible for delivering exceptional care, engagement, and community operations. With a diverse staff and a fast-paced environment, maintaining communication, alignment, and morale across departments was a daily challenge. "It can be a big job sometimes," Tracy shared. "You're managing every department, a lot of personalities, and a lot of different needs day-to-day."

INDUSTRY

Healthcare / Retirement

EMPLOYEES

24

GLASSDOOR RATING

4.0

OPPORTUNITIES

Before introducing The Predictive Index (PI), staff conflicts and communication breakdowns often required Tracy to mediate behind the scenes. "There was conflict amongst staff in the past. I was intervening a lot, trying to navigate little storms behind the scenes," she said. The community needed a better way to understand behavioural differences, improve communication, and strengthen hiring decisions. *After attending a Predictive Success Summit, Tracy saw how PI could transform her leadership approach. "I studied myself first—really learned who I was—and that opened my eyes to how others might operate differently,"* she explained. This self-awareness led to broader team engagement, as Tracy rolled PI out across departments. The results were immediate. "Once I started learning who my people were, I totally understood how to be better for them—what their strengths and weaknesses were, even down to communication styles," she said. Team members began using PI language daily, referencing their profiles in meetings and even displaying their patterns on office doors. *"It's almost a daily talk in our world now. We use it as a gentle reminder of who we're working with."*

SOLUTIONS

Through Predictive Success training and ongoing application of PI tools, The Wellington of Picton has achieved measurable cultural and operational improvements. Tracy reported that once tense relationships have been repaired: "Two staff members who used to say, 'If I have to keep working with them, I'm out,' now laugh and joke together. They even have offices beside each other."

Retention has also improved significantly. *"I haven't had any turnover since implementing PI,"* Tracy noted, *highlighting not only stronger relationships but smarter hiring decisions. "We're hiring with intention now—not just filling a gap. I use PI during interviews to see who a candidate really is and how they'll fit into the team."*

This intentional approach has improved employee satisfaction and alignment while reducing costly turnover. Tracey's advice to other leaders? "Start now. The growth and positive culture that PI brings is unrecognizable. As a manager, I sit back and watch magic happen. The culture and strength you build in your team is second to none."



0%

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Tracey Kronkright
Operations Manager

